GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1332
ANSWERED ON:03.08.2006
CALL CENTRES FOR RAILWAYS .
Sippiparai Shri A. Ravichandran

Will the Minister of RAILWAYS be pleased to state:

(a) Whether the Railways have identified the locations for call centres to be set up for providing Integrated Train Enquiry System (ITES);

(b) If so, the details thereof alongwith the expenditure likely to be incurred thereon; and

(c) The progress made in regard to commissioning of such centres?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) to (c): Integrated Train Enquiry System (ITES) will be set up by providing call centres in the North, East, West & South Zones of the country for dissemination of information on train running status, PNR status, availability of accommodation alongwith other value added services. These call centres are to be based on a self- sustainable model to the extent possible.Commissioning of call centres is planned during 2006-07.